



2000 ACTIVITY REPORT

**WASHINGTON STATE MILITARY DEPARTMENT
EMERGENCY MANAGEMENT DIVISION**

**Maj. Gen. Timothy J. Lowenberg
Department Director**

**Glen L. Woodbury
Division Director**

Camp Murray, Washington 98430-5122



TABLE OF CONTENTS

4	WMD Director's welcome
6	EMD Director's message
8	EMD year in review
10	EOC Activations
12	Operations Unit
14	Programs and Recovery Unit
16	Plans, Exercise, Education and Training Unit
18	Enhanced 911 Unit

Contacting us

If you have comments or questions about this report, please contact Robert Harper, public information officer, at the Washington Emergency Management Division. His phone number is (253) 512-7005, or email <r.harper@emd.wa.gov>.

This report also is posted on EMD's website at <http://www.wa.gov/wsem/>



LOWENBERG

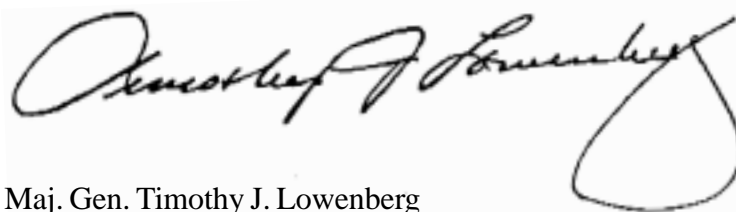
March 9, 2001

To Washington's emergency management community,

This past year, as promised, has been a year of "conscious, calculated and collaborative change" in the field of emergency management. In concert with our local, state and federal partners, we helped manage civil disturbances in urban areas, massive wildfires in our state's interior, and a succession of natural and man-made emergencies from one end of the state to the other.

While responding to these immediate emergencies, we also took systematic and disciplined steps to prepare for our future, building ever stronger policies, procedures and working relationships to insure Washington becomes a disaster resistant state. We developed and implemented a comprehensive Strategic Plan for the Military Department that is fully integrated with the strategic goals of our Emergency Management Division. The Plan outlines specific, measurable performance objectives for attaining our agency vision of being "recognized leaders in state and regional emergency preparedness, and guardians of American interests at home and abroad." Built around the central themes of Partnerships, Readiness, Education, Organizational Excellence, and Public Safety and Security, the Strategic Plan is also the foundation for the operating and capital budgets for the Military Department that the Governor approved and submitted to the Legislature for the 01-03 Biennium.

I will be meeting with many of our emergency management partners and stakeholders as I travel throughout the state this year. My purpose in visiting with you is to call attention to the great work you are doing and to learn more about how the Department and our Emergency Management Division can add value to your programs and initiatives. I also want to take this opportunity to thank you for your assistance in helping us implement our Strategic Plan objectives. With a shared vision, a common purpose, and a universal commitment to public safety and security, the year 2001 promises to be a year of unprecedented accomplishment.



Maj. Gen. Timothy J. Lowenberg
The Adjutant General
Director, Washington Military Department



Under Governor Gary Locke's emergency proclamation, 609 members of the Washington National Guard were activated in August to battle the Mule Dry Fire in Yakima County. Washington National Guard members performed fire line work and flew CH-47 Chinook helicopter missions. . (Washington Military Department photos by Pfc. Joshua Corsa)

**EMD
DIRECTOR'S
MESSAGE**



WOODBURY

Feb. 2, 2001

An important challenge for the Emergency Management Division in 2000 was to match the quality of work previously done by the Military Department in preparing the department's Strategic Plan. In addition, we saw the this process as our chance to set goals and directions for the new century.

The Vision Statement **of the Emergency Management Division is:** "A disaster resistant Washington." Our Mission Statement **is:** "Minimize the impacts of emergencies and disasters on the people, property, environment and economy of Washington State." And the Strategic Goals listed on this page are what our unit managers have used as guidelines in preparing their unit goals as outlined in this report.

In addition, we are developing a new approach for emergency management work. This approach places a strong emphasis on mitigation work that eliminates or reduces a hazard before it can harm people and communities. It uses some very new technology to significantly improve the accuracy of projected hazard vulnerabilities around the state. Finally, this approach requires some new thinking in the emergency management field.

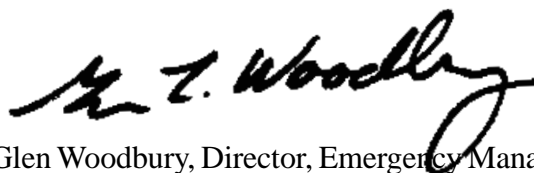
Traditionally, government focuses on response first and mitigation later—after disaster hits. The new tools can help us address our most serious hazards *before* they happen. This means roads that won't wash out in a flood, homes that won't collapse in an earthquake, and businesses that won't go

out of business in any disaster.

In Washington, we are taking up this new philosophy in a number of ways. Having set EMD's Strategic Goals, we have begun changing our practices to achieve them. The division is developing tools for local governments, reaching out to new partners who will have a part to play, encouraging traditional partners to join us in this philosophy, addressing and helping communities as individual entities, and recognizing that everyone is different and may need unique programs.

As our emergency management vision says, we seek a disaster resistant Washington. That is, a state where we hope our children and

grandchildren will thank us for having the foresight, courage and conviction to effect change that will last beyond our lifetime, and into theirs.



Glen Woodbury, Director, Emergency Management Division

EMD STRATEGIC GOALS

- **Increase involvement of stakeholders, partners and customers in emergency management objectives to ensure maximum coordination of effort.**
- **Establish and utilize risk assessment principles for addressing hazards and prioritizing resources.**
- **Increase communities' mitigation and disaster prevention efforts.**
- **Enhance and facilitate the capability of communities to respond to and recover from disasters.**
- **Improve internal division business processes and critical infrastructures.**
- **Enhance skill level of emergency management professionals and key public officials.**



Benton County Emergency Management staff and state agency liaisons huddle for a briefing during September's graded response exercise for Energy Northwest's Columbia Generating Station nuclear power plant. (EMD photo by Max Messman.)

2000

The Emergency Operations Center operated at an enhanced level 12 times in 2000, including six times to implement the State Fire Resources Mobilization Plan.

EMD duty officers coordinated 3,248 emergency support incidents or missions in 2000 – an increase of 12 percent from the previous year. The increase was predominately due to a 28 percent rise in hazardous materials incidents from 1999. Duty officers have recorded a 100 percent increase in annual incidents and missions since 1994.

A total of 69 emergency management training courses were taught to more than 1,500 students in 25 different locations throughout the state.

All 74 of the state's emergency management-related memoranda of agreements and understandings were reviewed.

There were 1,200 participants from 11 states and four foreign countries who attended last May's State Search and Rescue Conference in Packwood.

Gov. Gary Locke issued a Proclamation of Emergency for the Two-Four Command Fire that burned 190,000 acres on and near the Hanford Reservation in late June. The destroyed 73 buildings and injured 15 persons.

Washington's National Guard was activated in August to provide state emergency support and assistance to local jurisdictions to battle the 76,800-acre Mule Dry fire in Yakima and Klickitat counties.

The Enhanced 911 program administered a total of \$9.8 million in contracts and salary assistance to 29 counties.

The US Geological Survey (USGS) distributed nationwide a volcanic ashfall brochure for Spanish speaking communi-

EMD YEAR IN REVIEW

A four-engine retardant bomber completes a drop on the Alderdale fire last July in Klickitat County. (Spokane Fire District No. 9 photo by Capt. Bill Carl).





(L-R) Secretary of State Ralph Munro, Glen Woodbury, Washington Emergency Management director, and Maj. Gen. Timothy J. Lowenberg, Washington Military Department director and state adjutant general, confer last May with Hyogo Prefecture Gov. Toshitami Kaihara and translator, about the new cooperative emergency management agreement signed between Washington State and Hyogo Prefecture. (EMD Photo by Mark Clemens)

ties. EMD was a partner in the publication with the Cascades Volcano Observatory, Yakima County Emergency Management, and USGS.

EMD's public education campaigns in 2000 provided 190,000 disaster education publications and videos to state agencies, schools, hospitals, tribes, libraries, businesses and the general public. A statewide "Drop, Cover and Hold" drill in April involved more than 1.5 million participants.

EMD participated in numerous exercises, relating to activities simulating disasters and featuring a number of hazards. Four major exercises involved the Umatilla Chemical Depot, Hanford Site, Submarine Base Bangor and Columbia Generating Station nuclear plant.

Under an E911 program contract with the Washington State Criminal Justice Training Commission, 2,400 persons received training as 9-1-1 communicators.

All 39 Washington counties received EMD training in preparing Terrorism Vulnerability Assessments. A draft state Terrorism Response Plan was prepared.

Washington state and the Japanese Prefecture of Hyogo signed a cooperative agreement on disaster management in May.

EMD administered grants totaling \$2.4 million for nine hazard specific programs and three disaster recovery programs totaling \$250 million.

In September, EMD co-sponsored the first National Earthquake Risk Management Conference. The conference at SeaTac attracted more than 300 participants.

"As our emergency management vision says, we seek a disaster resistant Washington. That is, a state where we hope our children and grandchildren will thank us for having the foresight, courage and conviction to effect change that will last beyond our lifetime, and into theirs."

**—Glen Woodbury
EMD Director**

A Mt. Octopus radio transmitter site that provides weather and emergency alert and warning information to the entire Washington coast was dedicated in September. It resulted from the nation's first partnership involving the National Weather Service, US Navy, coastal counties, Tribal Nations, the private sector and state emergency management.

EOC ACTIVATIONS

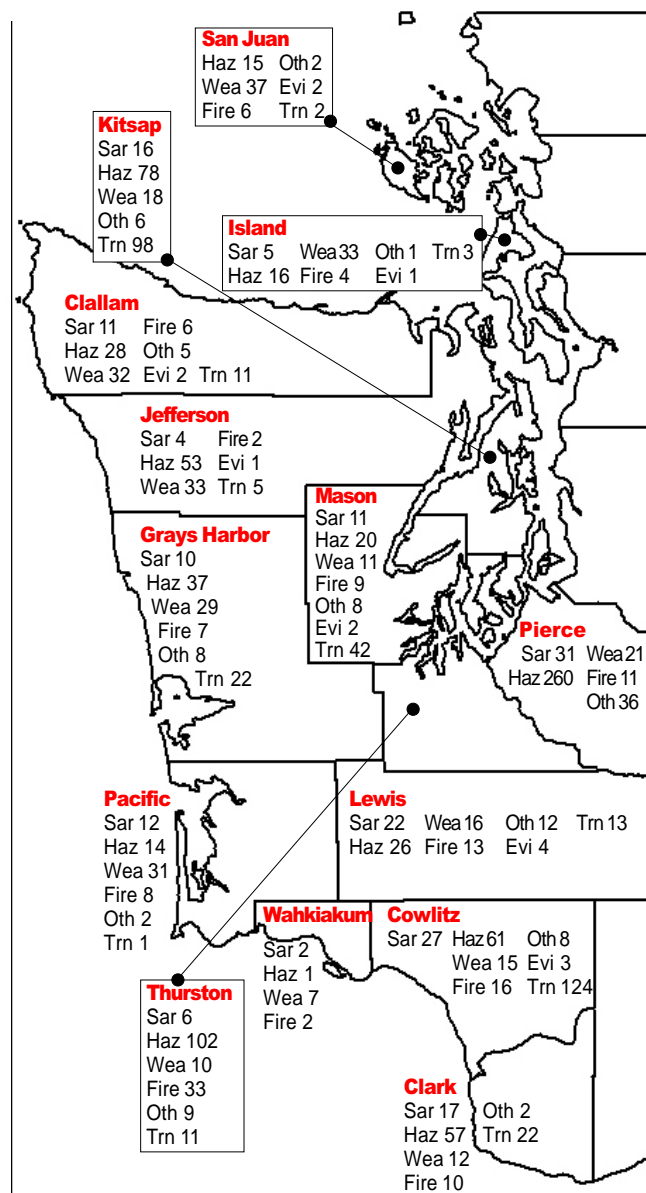
Jan. 1 Y2K Coordination Center—Beginning on Dec. 28, 1999, the State EOC functioned as the Governor's Y2K Coordination Center. It gathered status reports from local jurisdictions and critical industries and relayed them to the President's Information Coordination Center in Washington D.C. The EOC monitored Y2K activities worldwide and was prepared to respond to any situation in Washington state. Normal EOC operations resumed Jan. 4.

Jan. 1 Umatilla Chemical Depot—The State EOC began a Phase II activation in response to a Limited Area Emergency declared at the Umatilla Chemical Depot. Normal operations resumed one hour later when no release was detected.

March 25 Kaiser Aluminum Protest—Phase II activation was ordered for the State EOC in support of potential state involvement in the Kaiser Aluminum protest in Tacoma. Two minor incidents occurred in the protest, and normal operations returned on March 27.

May 1 Olympia Protest—The State EOC commenced a Phase II activation for state involvement in the planned May Day demonstration in Olympia. Normal operations resumed the same day. No significant events occurred.

June 28 Hanford fire—Phase III activation of the EOC was ordered in response to the 190,000 acre "Two-Four Command" fire on the Hanford Reservation in Benton County. State Fire Services Resource Mobilization Plan (State Fire Mobilization) and Federal Emergency Management Agency (FEMA)



Year 2000: Major EOC Activations

fire suppression were authorized. A Governor's Proclamation of Emergency was declared for this event. Seventy-three buildings were destroyed and 15 people injured. Normal EOC operations resumed on July 1.

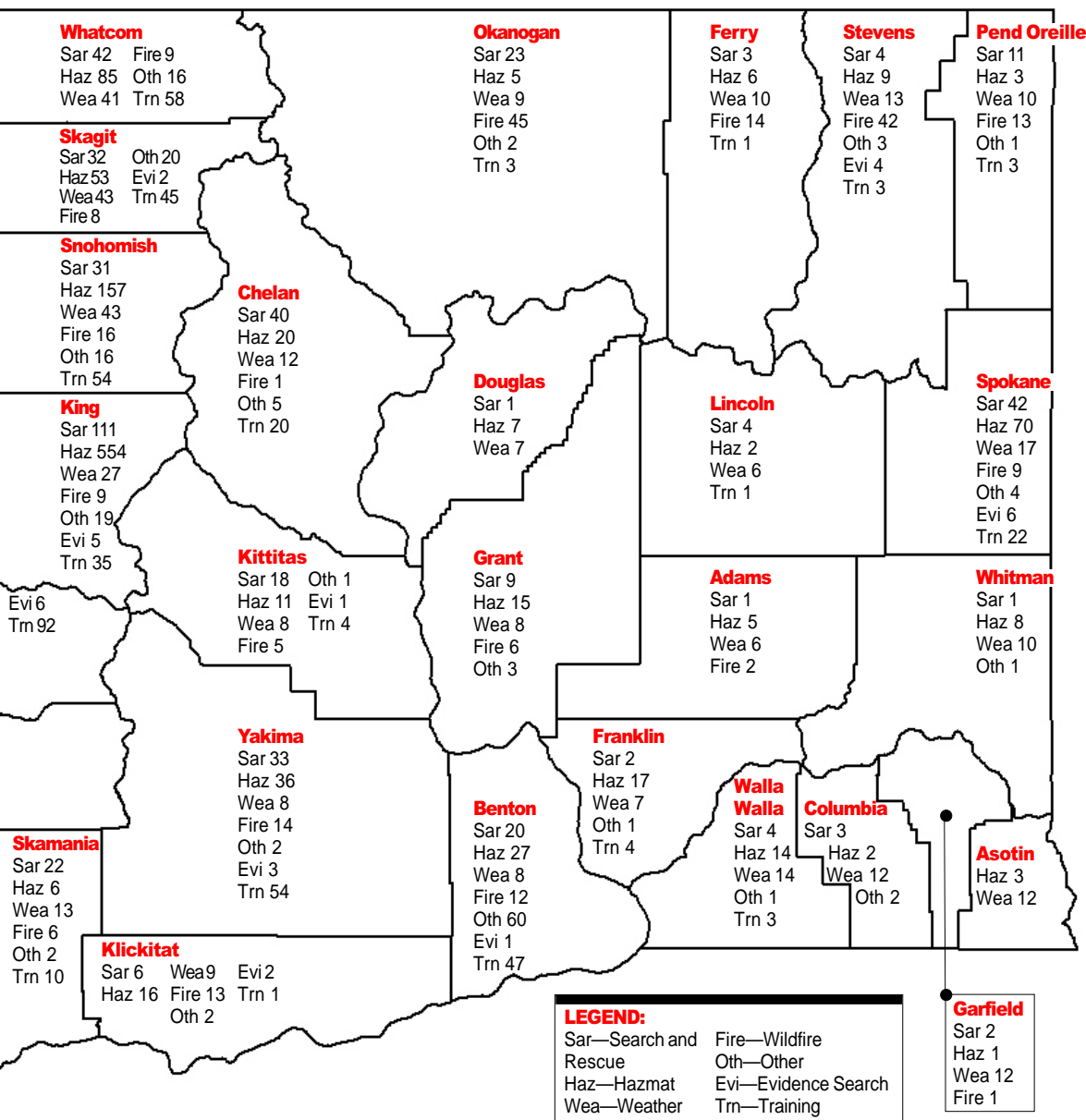
July 17 Alderdale Fire—The State EOC began a Phase II Activation for the 6,000 acre "Alderdale" fire in Klickitat County. State Fire Mobilization was authorized for this event. Normal operations resumed on July 20.

July 22 Rocky Hull Fire—The State EOC commenced a Phase III Activation for the "Rocky Hull" Fire in Okanogan County. State Fire Mobilization and FEMA fire suppression were authorized for this fire that consumed

9,404 acres and 37 homes. Normal EOC operations resumed on July 30.

July 26 Goodnoe Hills Fire—A Phase II EOC Activation started for the 6,510 acre "Goodnoe Hills" Fire in Klickitat County. State Fire Mobilization was authorized for this fire that destroyed pasture land and one barn. Normal EOC operations returned on July 30.

August 9 Sixprong Complex Fire—A Phase II EOC Activation began in response to the 9,020-acre "Sixprong Complex" fire in Klickitat County. State Fire Mobilization was authorized for this fire that consumed six homesteads, farm equipment and a camper trailer. Normal EOC operations resumed July 16.



Duty Officer Log

1999 2000

Search and rescue
670 640

Hazmat incidents
1485 1902

Weather
70 63

Fires
327 352

Other incidents
346 200

CSEPP
— **30**

U.S.D.O.E-Richland
— **20**

911 outages
— **35**

Terrorist/bomb threats
— **2**

CGS
— **4**

Totals
2898 3248

August 24 Mule Dry Fire—The EOC began a Phase II Activation for the 76,800 acre “Mule Dry” fire in Yakima County. State Fire Mobilization and FEMA Fire Suppression were authorized, and a Governor’s Proclamation was declared for this event. Additionally, 609 National Guard personnel with 2 CH-47 helicopters were activated by the Governor to combat the blaze that consumed 24 outbuildings and one residence. The State EOC returned to normal operations Aug 29.

November 30 Seattle N30 Protest—The State EOC commenced a Phase II Activation in response to incidents associated with the anniversary of the World Trade Organization N30

protest activities. Normal EOC operations resumed Dec 1. No state resources were needed.

December 15 Winter Storm—Phase II Activation was ordered for the State EOC in response to winter storms and high winds. Severe winter weather impacted jurisdictions in eastern and western Washington. High coastal winds occurred during high tide in Whatcom County, creating a storm surge that caused extensive damage to homes in the Sandy Point area. Whatcom County officials issued a local Proclamation of Emergency. An estimated 200,000 customers were without power in western Washington as a result of the high winds. The State EOC returned to normal operations Dec. 17.

OPS (OPERATIONS)

The Emergency Operations Section is charged with the day-to-day operation of the State Emergency Operations Center (EOC). Additionally, the section is tasked with the administration of the 24-hour Duty Officer System, the state Search and Rescue Program, and development and administration of the Emergency Management Division web site. The Telecommunications and Warning Section of the Operations Unit designs, maintains and operates the alert and warning system to include the communications and information technology to support EMD missions.

Year 2000 Accomplishments

- A more extensive web page was initiated and one staff member, Dave Rider, enhanced the usability and the utility of the EMD web page for both normal and emergency operations.
- Don Miller, in the Telecommunications Section completed installation of the Alert and Warning system in the state as part of the overall effort for the CSEP Program.
- The State EOC successfully supported multiple events throughout the year as indicated in the Activations portion of this report. This effort was the result of efforts by the EMD staff, other state agencies, local jurisdictions, non-government organizations and volunteers.
- Continued implementation of Emergency Alert System for use by Washington radio and television broadcasters.
- Expanded the microwave and 800 Mhz radio network in Benton County for the CSEP Program and public safety.
- Maintained all State EOC systems to a high level of readiness.

Year 2001 Goals

- Increase the number of technical assistance visits to local jurisdictions to help with EAS, other communications difficulties and to support regional efforts within the Northwest Region of the State.
- Attempt to focus more of EMD's technology resources to enhance our ability to implement the four phases of emergency management in a more effective manner.
- Continue to develop a more robust capability to assist Indian Tribes within the State.
- Continue to support the State Search and Rescue Training Conference as one of the most effective emergency management programs.

Kurt Hardin, whose regular job is customer service supervisor in the Enhanced 9-1-1 Unit, works as Emergency Operations Center supervisor during last July's combined activation for the Rocky Hull Fire and a Columbia Generating Station exercise. (EMD Photo by Tony Putz.) (Inset) Severe burning conditions and rough terrain challenged firefighters during the Rocky Hull Fire in Okanogan County. (Thurston County Fire District No. 4 photo by Rita Hutcheson.)





Outstanding Employee

Don Miller worked closely with Steve DeBow, the CSEP Program Manager to complete installation of the extensive alert and warning system in Benton County. This system included tone alert radios, microwave towers, highway reader boards, dedicated phone and fax lines and sirens, just to name a few. Additionally, Miller's efforts have had a synergistic affect on alert and warning in general, because of the application of the usable CSEPP technology techniques throughout the state in cooperation with other state and federal agencies.



(Top of page) Duty Officers Teresa Williams, left, and Jim Kadrmas conduct communications notification during a combined Emergency Operation Center activation for last July's Rocky Hull Fire and Columbia Generating Station exercise. (EMD Photo by Tony Putz) (Above) Kent city officials conduct disaster exercise at the Federal Emergency Management Agency's Mt. Weather, Va. facility. (City of Kent photo.)

PROGRAMS AND RECOVERY

Outstanding Employees

*Earthquake Program Manager, **George Crawford**, has worked tirelessly during the past year to form partnerships with state, federal, tribal, and local organizations to initiate, develop, and implement activities that are providing Washington citizens and visitors with protection from earthquakes and tsunamis.*

The results of his work include the establishment of a warning communication capability that now covers the entire Washington coastline; tsunami evacuation signs that are evident along coastal waters; and mapping and computer modeling that have more completely identified high seismic risk areas.

***John Vollmer** led the effort to publish and distribute the state's Hazard Mitigation Strategy which sets the framework for all state government agencies to collectively act toward increased public safety. John then moved to the Individual Assistance Program where he played an essential role in the completion of a video describing the benefits of Community Organizations Active in Disaster (COAD). This video has set a new national standard for expanding volunteer assistance during emergencies and disasters.*

The Programs and Recovery Unit is responsible for the development, negotiation, implementation, and management of grants received from federal, dedicated, and state funding sources.

The unit provides staff support to the Emergency Management Council, (EMC) an advisory body to the Governor and The Adjutant General with diverse representative from local, state, private and voluntary organizations, and to its three standing committees: the State Emergency Response Council (SERC), federally mandated to address hazardous materials issues; the Seismic Safety Committee, building upon the 1991 Seismic Safety Policy presented to the Governor; and the newly established Committee on Terrorism (COT). The unit also is the agency's lead for disaster recovery activities when the state seeks major disaster declarations from the President and supporting federal agencies.

Year 2000 Accomplishments

- The COT was formed to develop and recommend to the EMC statewide strategies that address threats and acts of terrorism.
- EMD, in a partnership with FEMA Region X, prepared a curriculum and a training class on HAZUS, FEMA's tool for estimation of earthquake losses. Washington is the first state to develop such a HAZUS course.
- In cooperation with Grays Harbor and Pacific counties, EMD developed a tsunami brochure that contains safety tips for the Washington Coast as well as a tsunami evacuation map for these counties.
- Completed acquisition of 121 landslide-affected homes in Kelso's Aldercrest subdivision as part of disaster 1255 (declared October 16, 1998). The \$13.7 million project was completed in 15 months and was the largest acquisition program undertaken by EMD.
- Expanded Project Impact to include Clark County. It joins five other Washington jurisdictions in the program that seeks to build public and private partnerships to make communities more disaster resistant.

Year 2001 Goals

Develop implementing policies and legislation consistent with the Emergency Management Council's strategic plan and committees to:

- Implement statewide and regional strategic SERC plan to mitigate, respond and recover from hazardous material incidents, and enhance regional response capabilities.
- Implement the strategic plan for the Seismic Safety Committee.
- Implement the strategic plan for the Committee on Terrorism.
- Implement strategies of the Disaster Trust Fund Committee.
- Increase the number of community-based partnership organizations, such as Disaster Assistance Councils and Community Organizations Active in Disasters.
- Carry out Mitigation Planning Initiative, including supplemental budget requests for state and local mitigation planning; increasing communities eligible for Project Impact; developing a Repetitive Flood Loss strategy; and distributing a completed Hazard Mitigation Strategy.
- Identify, develop and recommend standards for staffing, equipment and training for statewide interoperability during CSEPP and terrorist events.
- Coordinate with state and local emergency management agencies and the U.S. Department of Energy to identify and address gaps in Hanford Site emergency response.
- Encourage inclusion of hazard mitigation as a fundamental part of state and local government planning and budgeting.



State and federal officials last October made a final payment to Pend Oreille County Public Utility District No. 1 to fund the relocation of more than 18 miles of utility electrical lines that were damaged or destroyed in the 1996 Ice Storm disaster. The \$708,153 project enabled the utility to relocate (above) once largely inaccessible lines to county road rights of way (inset) to provide easy access for future repair and maintenance work. (Pend Oreille Public Utility District photos).

PLANS. EXERCISE, EDUCATION AND TRAINING

Outstanding Employees

Barbara Thurman is recognized throughout the state of Washington and nationally as an outstanding public educator. This year her work received six awards at the International Association of Emergency Manager's Conference. Barbara is an outstanding instructor and is frequently asked to present or provide classes at conferences, by local jurisdictions and in school systems. Included in Barbara's accomplishments this year is the development of an All-Hazard School Planning Guide that has been adopted by school systems throughout the State. Barbara's work in disaster preparedness public education has touched and benefited millions of people within the State of Washington and sets her apart as a professional who has made a difference.

Jeff Parsons, Comprehensive Emergency Management Plan coordinator, led the Plans Section for half the year, while spearheading the integration of emergency management plans among the federal, state, and local levels. Parsons also was cited by the governor for his Interlocal Agreement Handbook, and his leadership in planning for the Year 2000 rollover. Jeff is known and respected throughout the state for his knowledge, cooperativeness and professional acumen.

The Plans, Exercise, Education and Training Unit (PEET) provides comprehensive emergency planning, training, exercise and educational activities for federal, state and local governments, communities, and the private sector.

Year 2000 Accomplishments

- Reviewed and revised 25 percent of the Comprehensive Emergency Management Plan.
- Reviewed, coordinated and revised 18 special hazard plans.
- Coordinated special contingency and consequence management plans.
- Revitalized the State Agencies Emergency Liaison Officer Program.
- Assisted local emergency management organizations planning effort with numerous plan reviews and local assistance visits.
- Developed and tested model business resumption procedure guides for local governments and state agencies.
- Led the Year 2000 (Y2K) Contingency planning and training and exercise workshops.
- Developed a draft State Recovery Plan and State Terrorism Response Plan.
- Helped sponsor the annual Partners in Preparedness Conference that provided training sessions to more than 550 attendees.
- Conducted extensive flood fight training program for emergency management communication and groups such as the Washington State Youth Conservation Corps.

"Terry the Turtle," a.k.a. PEET Unit Manager Terry Egan, gets hugs at Ft. Lewis' Hillside Elementary School. (EMD photo by Mike Gordon.)

Year 2001 Goals

- Establish and utilize risk assessment principles and tools for addressing hazards and prioritizing resources.
- Conduct an all-hazard vulnerability assessment and a training needs assessment.
- Explore e-training opportunities.
- Develop HAZUS and GIS capabilities to interact with local jurisdictions.
- Place approved state plans on the Internet.
- Update the Hazard Identification and Vulnerability Assessment and Comprehensive Emergency Management Plan (CEMP).
- Deliver and implement the Washington State Tsunami Curriculum (grades K-6 and 7-12) to Washington state schools.
- Conduct Continuity of Government planning and incorporate continuity of government into the CEMP.
- Build partnerships with higher education institutions and the Western Disaster Center to develop remote sensing, HAZUS, GIS, and other technologies for emergency management use.
- Assist communities to identify hazards and promote remedies.
- Provide earthquake, "Drop, Cover and Hold" message to 39 movie theaters in King, Pierce and Snohomish counties.





First responders practice during an Island County exercise. (Island County Department of Emergency Services photo.)

Outstanding Employee

Teresa Lewis places great emphasis on outstanding customer service and delivery. She is highly organized, detail-oriented and constantly looks for ways to save time and money for the agency. She was first in the agency to use the Central Stores' online ordering system. As a result of her innovation, a division-wide procedure has been adopted for using this resource. Lewis was Team Captain for the 2000 annual American Cancer Society's Relay for Life, raising over \$1,400 prior to the relay itself. Lewis, as the E911 representative to the EMD's Safety Committee, also was instrumental in obtaining a gazebo for employees' outdoor use, protecting them from inclement weather.

The State Enhanced 9-1-1 (E911) Program assists and coordinates counties' operations and continued advancement of E911 systems to provide expedient and reliable public access to emergency services. When statewide E911 implementation was achieved in 2000, the program re-focused on assisting counties with operations and systems upgrades. Several regionalization studies were undertaken to explore economies of service. With the upsurge in wireless phone usage, the program led an intensive search for funding options to meet the increased demand on 9-1-1 systems. New technologies—mapping software and mayday capabilities—pose additional challenges to current E911 systems, as these will require major upgrades. The E911 Advisory Committee, whose statutory authorization was extended from Dec. 31, 2000, to Dec. 31, 2006, identified seven goals with subcommittees to work on them—wireless, technology, interoperability, funding, standards, education and administration. The Advisory Committee continues to guide the program toward its vision of a state with the world's most responsive 9-1-1 access to emergency services.

Year 2000 Accomplishments

- Approved continuation of the state E911 tax rate at the existing rate of 20 cents for 2001.
- Developed proposed changes to RCW 38.52.540 to provide greater flexibility in specifying by rule how funds can be distributed to the counties.
- Continued work with wireless carriers and public safety groups on legislation to extend the state E911 tax to wireless subscribers.
- Completed the Clallam/Jefferson regionalization study that led to the decision that Jefferson would upgrade its service level.
- Completed Whitman/Asotin county 9-1-1 regionalization study that showed it was uneconomical for the jurisdictions to merge.
- Initiated a computer-aided dispatch system feasibility study serving two agencies in Pierce and one in Thurston County.
- Requested and received a \$3 million supplemental budget for FY 2000-01 regionalization studies, telephone network upgrades and connection of Public Safety Answering Points to the network.
- Contracted statewide for counties and the Military Department for interpreter services for non-English speaking 9-1-1 callers.
- Produced 1.8 million pieces of educational materials including magnets, show-bags, brochures, rack cards and phone stickers.
- Contracted with the Community Service Center for the Deaf and Hard of Hearing to provide training to assure TTY users have access to 9-1-1 services.

Year 2001 Goals

- Sustain Public Safety Answering Points (PSAPs) as principal dispatch for local 9-1-1 emergency assistance, recognizing that the E911 system connects the public with those who dispatch response units.
- Assure continuity of E911 telephone service through promotion of backup plans for the E911 system and PSAPs, and by evaluating the E911 network for critical points of failure.
- Move to include E911 systems in county and state response plans as critical elements in hazard risk assessments.
- Evaluate network opportunities for interconnecting PSAPs to share critical and operational data on a real time basis.
- Develop and support state E911 personnel as experts in 9-1-1 technology.
- Educate key public officials on future 9-1-1 issues through coordinator forums to enhance skill level of E911 management professionals.
- Provide PSAP-oriented disaster recovery training utilizing e-learning or the Military Department videoconference system, if practical.
- Advance opportunities for investors in advanced telecommunications technologies to include 9-1-1 capabilities in their system design and implementation.
- Provide leadership for regional and national programs to ensure 9-1-1 viability and availability through the development of strategic partnerships and alliances.



Jennifer Jackson (above) works in the Whatcom County 911 Center in Bellingham (EMD Photo). Dick Dixon (left) chair of the Grays Harbor County Commissioners, received the Washington Military Department's Legion of Merit commendation last November to honor his eight years of service on the E911 Advisory Committee. Maj. Gen. Timothy J. Lowenberg, right, director, Washington Military Department, made the presentation at the Grays Harbor County Courthouse. (Photo by Julie McEwen, Grays Harbor Communications).

